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Change is Coming: Who To Call? Who To Email? How Do I Reach CUPF Staff to Get Assistance?



It's getting exciting around here! Big changes are coming to help our customers have a greater level of access to public facilities and a better scheduling experience! This is just the beginning!

As we prepare for transitioning to our NEW ActiveMONTGOMERY reservation software, CUPF staff are being reassigned duties. Some may be temporary; others may be long-term. It's all for a great cause--providing YOU, our customers and partners, with a greater level of customer care.

Please note important changes below:

- **All emails** regarding scheduling use of facilities, or any other matter pertaining to community use, should be directed to our central office email address: cupf@montgomerycountymd.gov
- **All phone calls** regarding scheduling use of facilities, or any other matter pertaining to community use, should be directed to our central telephone line: **240-777-2725**

After-Hours Help Line:
240-490-CUPF (2873)

Customer Care Line:
240-777-2725

Monday - Friday
8:30 a.m. - 5:00 p.m.

Important Quick Links

- [Community Use of Public Facilities Website](#)
- [Request Reservations at ActiveMONTGOMERY](#)
- [Video: How to Create An Account in the NEW ActiveMONTGOMERY](#)
- [How to Create An Account | NEW ActiveMONTGOMERY](#)
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- [COVID-19](#)
- [Customer Care](#)
- [Director's Corner](#)
- [Emergency](#)
- [Financial](#)
- [General Reminders](#)
- [Indoor - Government Buildings](#)
- [Indoor - Libraries](#)
- [Indoor - Schools](#)
- [Interagency Coordinating Board \(ICB\)](#)
- [New Software 2022](#)
- [Off the CUPF](#)
- [Outdoor Facilities](#)
- [Silver Spring Civic Center](#)
- [Staff Updates](#)

- **This is critical** because, currently, no staff are dedicated to managing any specific facility. Staff will be rotated frequently in different areas of CUPF operations based upon operational need. If you send emails directly to CUPF staff email addresses or a voicemail message at staff extensions, you may not receive an immediate response as it will need to be forwarded to our central email address noted above or to the proper staff representative before being processed or responded to.

Rest assured that our excellent staff at CUPF are closely monitoring our central office email in-box! We have you covered.

Thank you for your help in our efforts to provide the best customer care possible! We will continue to keep you informed as changes to our processes and software move forward.

If you have any questions or concerns, please let us know by calling **240-777-2725**, or via email to cupf@montgomerycountymd.gov.

*Office of Community Use of Public Facilities
 Montgomery County Government, Maryland
 Online: www.MontgomeryCountyMD.gov/CUPF
 Email: CUPF@MontgomeryCountyMD.gov
 Phone: 240-777-2725*

at [March 17, 2022](#)

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March 2022 (4) 

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